

ANNUAL REPORT
BENEFITS AND COUNSELING BRANCH
BENEFITS AND SERVICES DIVISION
OFFICE OF PERSONNEL

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Approved For Release 2001/03/04 : CIA-RDP80-04826R000200050008-1

SECTION I

BENEFITS AND COUNSELING BRANCH

MAJOR ACCOMPLISHMENTS AND SIGNIFICANT DEVELOPMENTS

1 JULY 1964 - 30 JUNE 1965

This annual report includes a statistical summary which, when studied with the narrative comments, will reveal a continuation of the high level of activity attained by the Branch in other reporting periods.

It should be noted at the outset that the number of man-hours devoted to Branch programs cannot be measured entirely by the statistical reporting of cases handled. Within each activity, cases will require a varying degree of time and effort. For example, some death cases require extensive after-hours activity, frequent contacts with the next of kin, liaison within the Agency and with other Federal agencies, and often with private attorneys; others may require little activity of this type. While some cases can be processed in a few weeks, others often require months of continued effort. The same is true with respect to medical claims, retirement, and our other programs.

General Comments

The Benefits and Counseling Branch, Benefits and Services Division, has 16 employees assigned to its staff, one less than a year ago: the Branch Chief, Deputy Branch Chief, eight Technicians, and six clerical employees. On 16 July 1965, one of the Technicians is being reassigned from the Branch and the position is being abolished.

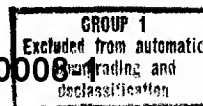
The Branch is responsible for many and varied programs; several are required by Statute, while others are services rendered by and for Agency personnel and their dependents. These programs are:

Statutory Programs

1. Federal Employees' Compensation Act
2. Overseas Medical Benefits for Employees and Dependents

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3. Federal Employees' Group Life Insurance
4. Civil Service Retirement

Services

1. Casualty Assistance Program
2. Exit Processing
3. Employee Emergencies
4. Personal Affairs Counseling
5. Assistance on Problems of Former Employees
6. Blood Donor Program
7. Income Tax Assistance
8. Absentee Voter Assistance
9. Religious Services
10. PSAS Support
11. Bulletin Boards
12. Welfare Assistance Board Support
13. Car Pool Locator
14. Vital Papers Program

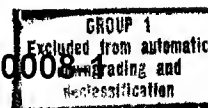
A study of the statistical data presented in this report will show a slight increase in the overall workload of the Branch for FY 1965 over FY 1964. This increase in workload was handled with one less Technician which is evidence of improved efficiency in spite of inadequate space.

Casualty Program

The procedures developed during the past several years for handling casualty cases again met the challenge of difficult and sensitive cases. While the actual number of deaths of Agency personnel declined this year, several were extremely sensitive and complicated, requiring considerable time, effort, and travel to settle the affairs of the deceased. There were 35 deaths of Agency personnel: 29 Staff Employees, 5 Contract Employees, and 1 Foreign National.

Five of the deaths occurring in FY 1965 were in "Performance of Duty," three overseas and two within the continental limits of the United States. The handling of the affairs in these cases included processing claims with the Bureau of Employees' Compensation, Dept. of Labor, for dependents' compensation. Two of these cases required special handling with the Bureau of Employees' Compensation because of the extreme sensitivity of the places where the deaths occurred and cover considerations.

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This year, as in past years, heart conditions continued to be the leading cause of death followed closely by cancer. Of the 35 deaths, eleven were from heart conditions, ten from cancer, six were accidental, one was a suicide, and seven resulted from miscellaneous causes. The average age of the employees at the time was 45.3 years, slightly older than last year when it was 44.7 years. The table below gives the deaths by age group:

EMPLOYEE DEATHS - FY 1965
(By Age Group)

| <u>Ages</u> | <u>No. of Deaths</u> | <u>Ages</u> | <u>No. of Deaths</u> |
|-------------|----------------------|-------------|----------------------|
| Under 20 | 1 | 46-50 | 5 |
| 21-25 | 2 | 51-55 | 7 |
| 26-30 | 1 | 56-60 | 3 |
| 31-35 | 6 | 61-65 | 4 |
| 36-40 | 4 | Over 65 | 1 |
| 41-45 | 1 | Total | <u>35</u> |

In settling the affairs for the deceased employees, we found that 30 had FEGLI and the amount of insurance paid in these cases was \$373,000. Six had UELIC coverage in the amount of \$113,000, and four had WAEPA insurance totaling \$68,788.73. The total amount of insurance paid was \$554,788.73.



An aircraft accident overseas resulted in the serious injury of another employee. In this case, there were serious burns and

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the loss of one eye and possible loss of the other one. This case was also in performance of duty and a claim has been processed and approved by BEC. FEGLI paid \$4,500 and Flite Plan paid \$4,400 for the loss of one eye in this case.

The unusual activity in these casualty cases required increased travel by Branch employees during this year in settling all claims.

There were nine deaths of dependents of Agency employees overseas which required action by the Branch in notifying the next of kin and assisting in the return and burial of the remains.

Civil Service Retirement Program

Although the following items are expressed numerically, few are routine in nature. Because some retirees require much more personal attention than others, and because there are complicated technical, emotional, or medical involvements in some, a great amount of time may be spent on a few cases.

Processing Applications for Retirement - FY 1965

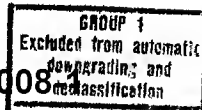
| | |
|---------------------------------|-----|
| Optional Retirement | 100 |
| Disability Retirement | 52 |
| Mandatory Retirement | 3 |
| Discontinued Service Retirement | 13 |
| Total | 168 |

This represents an approximate increase of 20% over FY 1964. In each case, aside from estimates, preliminary verification of service, and preparation of necessary documentation, this usually involves two or more interviews with each retiree, and numerous coordinating phone calls to Payroll, Insurance Branch, Cover, Civil Service Commission, personnel or administrative officers of the component concerned, and in some cases, the Office of Medical Services, Contract Personnel Division, and the Special Activities Staff.

Retirement Interviews and Estimates

The Retirement Technicians conducted 2600 interviews during FY 1965, an increase of 25% over the 2054 interviews conducted last year. In addition, 536 estimates of

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retirement income were prepared. In each case, the estimate was double-checked and approximately an hour was spent on each estimate to search the file for verification of service. Many required contact with the Civil Service Commission to get record of prior refunds, deposits owed and verified service. ILLEGIB

General

During the first 10 months of this Fiscal Year, there were three Technicians assigned to the Retirement Section; on 1 May 1965, this was reduced to two by the reassignment of the Senior Technician to the CIA Retirement Staff. In spite of the fact that the number of Technicians working on retirement was reduced by 1/3 on 1 May 1965, 68% of the applications were processed during the last six months of the year (1 January - 30 June 1965) and only 32% were processed during the first six months of the year (1 July - 31 December 1964). Also, 60% of the estimates were prepared during the last half of the Fiscal Year. Since the inception of the CIA Retirement System, the Senior Technician has worked closely with members of the retirement staff on various common problems.

Federal Employees' Group Life Insurance

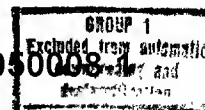
As shown in another part of this report, there were 30 death claims during the period for a total of \$373,000. There were 159 Waivers of FEGLI processed and 31 persons requested that their insurance be reinstated.

Also, during this year, there were four dismemberment claims against FEGLI for the loss of eyes and a total of \$37,500 was paid in these cases.

Overseas Medical Claims

During this reporting period, there has been an increase of 91 cases processed under the Overseas Medical Programs. All but two of the increase are in the Dependent Program and undoubtedly reflect the increase in rates in military hospitals. Formerly, many dependent claims were referred to the Insurance Branch because they were within the thirty-five dollar statutory deduction. The previous annual report included only six months at the increased

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military rate.

The cost of the program has continued to increase not only because of the change of rate to \$42 a day but also by the extension of the program to cover certain claims of employees after return to duty at Headquarters. At the close of the Fiscal Year, approximately \$165,900 had been obligated. This was an increase of \$54,747 over the previous year. An additional \$41,000 has been projected for claims occurring during the year which have not yet been received. No extension of benefits is contemplated at this time and unless there is an increase of rates in military hospitals, there should be no drastic increase in the cost of the program.

The Chief, BSD, is planning to conduct a complete review of the Overseas Medical Program based on the experience acquired during the last several years.

As the statistical report shows, the total number of overseas

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Federal Employees' Compensation Act Claims

In spite of the continuing effort to inform employees about the Federal Employees' Compensation Act, there has been a decrease of 108 in the number of CA-1's only as well as the number of new claims processed to the Bureau of Employees' Compensation. No specific reason for this decrease can be given at this time. The severity of the claims processed under the Act however appears to be greater. Five cases involving death in performance of duty were approved by the Bureau of Employees' Compensation this year in contrast to none in Fiscal Year 1964. As mentioned in the section on the Casualty Program, the Saigon cases required special handling and will continue to require attention of Branch personnel.

After further discussions with representatives of the Bureau, the training course planned for Branch technicians will not be given. At the present time, the Bureau feels that their representatives cannot be spared in addition to which, the critical need for the training of our Branch technicians no longer exists since they have had more than a year on the job training.

Four hundred ninety-six claims were filed under the Federal Employees' Compensation Act. Of this number, 144 were processed

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with the Bureau of Employees' Compensation.

Counseling

The counseling activity continues at the same rate as last year. The type of counseling has not changed significantly, although there seems to be a gradual increase in the complexity of the problems dealt with.

The subject of counseling was presented in some detail as part of a Support Services Course for JOT's being trained for DDS assignments. It was evident on this occasion that the subject is of special interest not only as a service offered Agency employees but as a function which assists supervisors in dealing with subordinates whose performance on the job is affected by personal adjustment difficulties.

Similarly, supervisors are pleased that complaints against employees from outside sources can be handled without undue embarrassment to either the employee or the Agency in most instances. A paper outlining the procedures followed in handling debt complaints against employees was formalized this year.

During this report year, there were 91 counseling cases involving 124 counseling sessions.

| <u>Type</u> | <u>No. of Cases</u> |
|----------------------|---------------------|
| Personal Problems | 52 |
| Financial Problems | 21 |
| Job Related Problems | 6 |
| PSAS Cases | 12 |

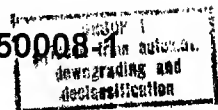
In addition, there were over 197 debt complaints on 107 Agency employees. Of these, 43 had complaints made against them in previous years. Twelve of these having debt problems resigned or were terminated during this year.

Welfare Assistance Board

The Welfare Assistance Board (WAB) approved 22 loans totaling \$2,285.00 for the Fiscal Year 1965.

The WAB continues to render assistance to those needing relatively small amounts of cash. The income of the WAB has

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remained about the same over the past few years but this year there were no expenses of significance. The Employee Activity Association which normally consumed most of the income did not receive a grant this year. Consequently, unless other sources tap its income, WAB assets will commence to grow approximately \$1,700.00 annually. It is anticipated that during Fiscal Year 1966 action will be taken to revise the WAB operation to meet changing needs and problems.

Savings Bond Program

Again this year, the keymen used in the fall Consolidated Charities Drive were utilized in the Agency's Savings Bond Campaign which was conducted 7 to 21 May 1965. The promotional campaign preceding the drive included the following:

1. Promotional leaflets were distributed to all vouchered personnel with the pay checks on 7 May 1965.
2. Posters, supplied by the Savings Bond Division, Treasury Department, were displayed on bulletin boards during the drive period.
3. Briefing of approximately 400 keymen-canvassers in the Agency auditorium. At this meeting, a promotional movie was shown and Mr. Gideon Cox of the Savings Bond Division made a short address.

Results of the year-long program and two-week campaign are shown below:

| <u>Bond Sales</u> | <u>FY 1965</u> | <u>FY 1964</u> | <u>Net Gain</u> <u>Number</u> | <u>Percentage</u> |
|---|--------------------|--------------------|--------------------------------------|-----------------------|
| No. of Bonds Sold | 42,637 | 40,197 | 1,540 | 4.0% |
| Maturity Value | 2,823,186 | 1,976,825 | 846,361 | 42.7% |
| <u>Payroll Savers</u> <u>at Year End</u> | <u>FY 1965</u> | <u>FY 1964</u> | <u>Net Gain</u> <u>Number</u> | <u>Percentage</u> |
| Vouchered | 3,544 | 3,472 | 72 | 2.7% |
| Confidential Funds | 347 | 299 | 48 | 16.0% |
| Total | 3,891 | 3,771 | 120 | 3.2% |

Blood Donor Program

The Red Cross Bloodmobile for Fairfax County comes to Headquarters the first Tuesday of each month as a vital part of the Agency's Blood Donor Program. Employees at [REDACTED] participate at the Alexandria Red Cross Chapter House every other month. NPIC employees donate at the [REDACTED] Bloodmobile once each quarter.

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During Fiscal Year 1965, the number of pints of blood donated by Agency personnel decreased by about 20%. This was caused, in part, by the fact that many Agency personnel are assigned in buildings away from Headquarters and other places not convenient to a bloodmobile, i.e., 1000 Glebe Road and the Key Building. Efforts are now being made to provide a convenient way for these people to donate blood.

For the first time in several years, the number of pints of blood donated by Agency personnel decreased, as shown below:

| | <u>FY 1965</u> | <u>FY 1964</u> | <u>FY 1963</u> | <u>FY 1962</u> |
|------------------------|----------------|----------------|----------------|----------------|
| No. of Pints Collected | 1,925 | 2,419 | 1,956 | 1,264 |

The Branch sponsored a program in the auditorium where the DDCI presented 16 employees with Red Cross pins for having donated three or more gallons of blood. The total number of employees donating more than a gallon of blood now is 457.

Blood replacements increased 20% over last year with 180 pints being replaced in FY 1965 as compared to 151 pints in FY 1964.

Exit Processing

The number of true separations of Staff Employees during FY 1965 increased approximately 19% over the number leaving in the preceding year. The table shows a comparison of the number of employees separating during the FY 1965 and 1964.

True Separations

| <u>Type</u> | <u>Number</u> | |
|--------------------|----------------|----------------|
| | <u>FY 1965</u> | <u>FY 1964</u> |
| Retirement | 138 | 128 |
| Death | 31 | 39 |
| Resignation & LWOP | <u>1,833</u> | <u>1,512</u> |
| Total | 2,002 | 1,679 |

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A revision of the exit processing handbook published in January 1965 increased the overall responsibility for the Branch resulting in a more positive type of clearance for departing personnel. Much of the procedure in the Exit Processing Handbook [REDACTED] was formulated under the assumption that an "Exit Processing Center" (which had been previously planned) would be in existence. This center would be a centrally located and convenient area where all separating personnel could come for the necessary clearances and instructions on their last working day without having to go to the many, and scattered, offices to complete their exit processing.

Pertinent statistics for this program will be found in the statistical data portion of this report.

Miscellaneous

Branch personnel made six trips during FY 1965 to settle the Agency affairs of deceased personnel. Four of these trips were to the Western part of the United States; the other two trips were in the Eastern part of the United States.

Arrangements were made again this year for religious services in the auditorium at Christmas and during the Lenten Season. Services were conducted each Wednesday during Lent with 1975 persons attending the Catholic service and 1518 persons attending the Protestant service. A Passover service was also conducted with 61 persons attending.

The Branch arranged for a 2-day Internal Revenue course in income taxes which was held in the auditorium in December 1964 and attended by 50 representatives of Agency components. The decentralized service provided income tax assistance and forms and saved many manhours of transportation for employees seeking

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forms and assistance in completing their forms.

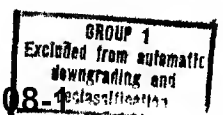
New and larger bulletin boards were installed during the year on the first floor, and additional ones were installed on each floor at the elevators. Since 1 July 1964, 2132 notices have been posted on the bulletin boards in addition to the routine posters, etc., that are placed on all boards.

The Branch acted as liaison for Agency components requesting notary public appointments and served as an information center for notary public questions. During FY 1965, the Branch provided 619 notarial transactions.

During the year, the Branch Chief and Deputy Branch Chief briefed several personnel who were leaving for overseas support assignments. The Branch Chief visited the [REDACTED] of the Office of Logistics and briefed the staff personnel on the many Branch programs.

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BENEFITS AND COUNSELING BRANCH

STATISTICAL DATA

1 July 1964 - 30 June 1965

| <u>Casualties Reported</u> | <u>FY 1965</u> | <u>FY 1964</u> |
|----------------------------|----------------|----------------|
| 1. Serious Illnesses..... | 136 | 182 |
| 2. Deaths | | |
| Employees..... | 35 | 42 |
| Dependents (Overseas)..... | 11 | 6 |

Retirement

| | | |
|---------------------------------|------|------|
| 1. Interviews..... | 2600 | 2054 |
| 2. Service Credits..... | 108 | 91 |
| 3. Retirement Applications..... | 168 | 141 |
| 4. Direct Refunds..... | 5 | 3 |
| 5. Death Benefits..... | 26 | 35 |
| 6. Special Handlings..... | 217 | 360 |
| 7. Commendatory Letters..... | 143 | |

Federal Employees' Group Life Insurance

| | | |
|--------------------------------|-----|-----|
| 1. Death Claims..... | 30 | 32 |
| 2. Requests for Insurance..... | 31 | 45 |
| 3. Waivers after EOD..... | 159 | 149 |

Unpaid Compensation

| | | |
|-------------------|----|----|
| Total Claims..... | 27 | 37 |
|-------------------|----|----|

Pre-exit Interviews, Exit Processing, Counseling
and Associated Activities

| | | |
|--|------|------|
| 1. Resignations - Separations | | |
| Summer Employees..... | 0 | 353 |
| Retirements..... | 138 | 128 |
| Deaths..... | 31 | 39 |
| Other..... | 1833 | 1512 |
| Total..... | 2002 | 2032 |
| 2. Advanced Sick Leave..... | 234 | 292 |
| 3. Leave Without Pay including maternity | 374 | 472 |
| 4. Counseling..... | 124 | 233 |
| 5. Indebtedness Complaints..... | 197 | 150 |

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GROUP 1
Excluded from automatic
downgrading and
declassification

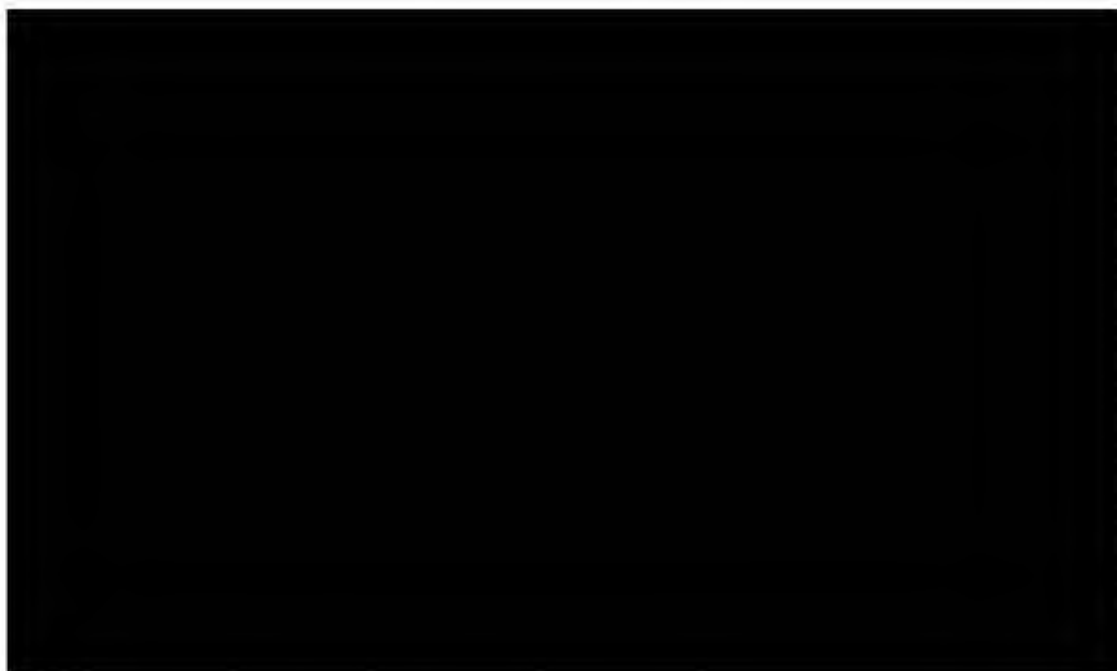
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MEDICAL AND COMPENSATION CLAIMS

STATISTICAL DATA

1 July 1964 - 30 June 1965

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Bureau of Employees' Compensation Claims

| | | |
|--------------------------------|-----|-----|
| <u>Total Cases</u> | 496 | 574 |
| <u>Action Taken</u> | | |
| 1. New Claims Processed..... | 144 | 174 |
| Approved..... | 30 | 69 |
| Rejected..... | 4 | 6 |
| Withdrawn..... | 2 | 9 |
| Pending..... | 108 | 86 |
| 2. New Claims - CA-1 Only..... | 352 | 400 |

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GROUP 1
Excluded from automatic
downgrading and
declassification

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| | <u>Total Claims</u> | <u>BEC</u> |
|---------|-------------------------|------------|
| FY 1965 | 683 | 144 |
| FY 1964 | 622 | 174 |
| FY 1963 | 474 | 149 |
| FY 1962 | 442 | 94 |
| FY 1961 | 474 | 136 |
| FY 1960 | 430 | 111 |
| FY 1959 | 436 | 93 |
| FY 1958 | 425 | 83 |
| FY 1957 | 308 | 107 |
| FY 1956 | 129 | 87 |
| FY 1955 | 102 | 75 |
| FY 1954 | 101 | 51 |
| FY 1953 | 74 | 40 |

*The Dependent Overseas Program was initiated in 1957.

STAFF EMPLOYEE SEPARATIONS - FY 1965
(By Month)

| <u>Month</u> | <u>Resignees</u> | <u>Terminations</u> | <u>Retirees</u> | <u>Deaths</u> | <u>Military</u> | <u>Maternity & LWOP</u> | <u>Totals</u> |
|--------------|------------------|---------------------|-----------------|---------------|-----------------|---------------------------------|---------------|
| July | 112 | 7 | 11 | 3 | 3 | 40 | 176 |
| August | 156 | 22 | 10 | 3 | 6 | 34 | 231 |
| September | 129 | 13 | 6 | 4 | 7 | 37 | 196 |
| October | 81 | 10 | 8 | - | 7 | 37 | 143 |
| November | 99 | 16 | 8 | 3 | 4 | 24 | 154 |
| December | 90 | 17 | 14 | 3 | 2 | 19 | 145 |
| January | 98 | 12 | 8 | - | 2 | 26 | 146 |
| February | 99 | 14 | 3 | 4 | 6 | 31 | 157 |
| March | 74 | 18 | 9 | 4 | 1 | 28 | 134 |
| April | 97 | 18 | 13 | 2 | 2 | 31 | 163 |
| May | 84 | 11 | 14 | - | 9 | 28 | 146 |
| June | 117 | 11 | 34 | 5 | 5 | 39 | 211 |
| Totals | 1136 | 169 | 138 | 31 | 54 | 374 | 2002 |

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SECTION II

PLANS FOR FISCAL YEAR 1966

1. It is still hoped that plans for an "Exit Processing Center" to facilitate the final processing of separating personnel will be implemented during the coming year. Plans for the physical arrangement of such a center have been developed and have been discussed with the Space Allocation Branch, Office of Logistics. The revised Exit Processing Handbook and clearance forms to be used in this center were put into operation in January 1965.

2. It is hoped that, during FY 1966, measurable progress will be made in strengthening the counseling function. Specific recommendations already have been made concerning the development and implementation of a centralized counseling service. A counseling section has been established within the Branch; thus, it is believed the impetus for renewed action is at hand. Recognizing that the economic and efficient operation of the Agency can be significantly influenced by the effectiveness of employee counseling, its value as a benefit to the Organization is not questionable.

3. During the past year, donations to the Red Cross Bloodmobile decreased markedly. This was caused, in part, by the move of Agency personnel into buildings and areas that make it inconvenient to get to a bloodmobile. In order to increase the number of donors, plans will be developed with Red Cross to have their bloodmobile service the buildings in the Rosslyn area.

4. It is hoped that a representative of BCB together with a representative of the Insurance Branch will make a trip to acquaint the support personnel in foreign stations of the programs of the Benefits and Counseling Branch. In this connection, it is also proposed that an effort be made to advise support personnel in the area divisions of the BCB activities in order that personnel departing for overseas assignments will be aware of the various programs and benefits available to them as Agency employees.

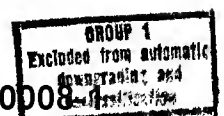
5. The Headquarters Employee Bulletin and the Support Bulletin have proved useful in disseminating information on Branch activities to Agency employees. It is planned to utilize this mechanism more during the coming months to keep Agency employees informed on new or changing programs.

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6. A study will be made of all Benefits and Counseling Branch programs in an effort to streamline procedures and be certain that the functions are performed in the most efficient manner.

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SECTION III

PLANS FOR FISCAL YEAR 1967

A thorough study is being made of the Overseas Medical Program, by the Division Chief, to determine the possibility of a policy change in handling these claims.

There are no other major program changes anticipated for Fiscal Year 1967.

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